

# Citizen First

Area Committee presentation  
January 2012



# Why we are doing this ?

- Better customer care for citizens
- Change and improve the way we deliver services
- Satisfaction in the way citizen's are treated
- Within the Council's budget challenges



# Citizen First – The Aims

**Services are flexible, cost-effective and meet out Citizen's needs.**

- 1. To work with our partners to establish a single standard for service delivery.**
- 2. To improve the range and quality of access citizens have to services and information.**
- 3. To ensure that we deal with citizen queries more quickly, clearly and effectively.**
- 4. To engage with citizens better and use their feedback to continually improve our standard of service.**
- 5. To find better ways of working.**



# 1. To work with our partners to establish a single standard for service delivery

We will work with other organisations so our citizens know what to expect of service delivery, conduct and values regardless of who delivers the service.



## **2. To improve the range and quality of access citizens have to services and information.**

**We will work with other organisations so citizens receive:**

- **A better telephone service;**
- **Clearer and better structured information on services available, describing what the Council and partners can do and what they can't;**
- **Updated information that is easier to understand; and**
- **Access to services that provides choice in how citizens can request a service, raise issues and deal with public services.**



### **3. To ensure that we deal with citizen queries more quickly, clearly and effectively.**

We will work with other organisations so citizens can expect:

- Colleagues who will try and resolve your query first time and help improve services;
- More queries resolved at the first point of contact, regardless of who delivers the service;
- Honesty if we can't meet all of your needs;
- Well trained, well informed colleagues who deliver high-quality services, professionally and with customer services at the forefront of their approach.



## **4. To engage with citizens better and use their feedback to continually improve our standard of service.**

We will work with other organisations so when citizens want to make a comment, compliment or complaint:

- This is easy to do;
- There are different ways of doing this;
- Full and joined up responses are made as quickly as possible; and
- Learning from the nature of the comments or complaints is used to improve what we do and how we do it.



## 5. To find better ways of working.

We will change the way we work with other organisations:

- Making changes based upon citizen and colleague feedback wherever possible;
- Making it simpler to deliver services and for citizens to receive seamless service delivery;
- Using IT where it helps to provide a better service; and
- Provides better value for money.





# Your Views

- Do you think these are the right things?
- What are top 3 things the Council does well? Please explain why.
- What are the top 3 things the Council should focus upon getting better? Please explain why.
- How would you like to be kept in touch / get involved in our work on Citizen First?

# Next Steps

- Keep getting the views of citizens.
- Develop our strategy.
- Work better with other organisations (e.g. Nottingham City Homes, Police).
- Take action to improve what we do and how we do it.